# Facts&Information

# US West directory assistance

## Background

The WUTC has approved US West's request to charge what it wants for directory assistance (i.e., calls to information to retrieve phone numbers). The commission determined that US West's customers have other reasonable choices for directory-assistance service.

## What are my other options for directory assistance services?

A sample chart of available directory assistance services is attached.

## Does this mean my directory assistance rates will increase?

Not at this time. However, US West may raise directory assistance rates in the future. If so, it would give customers at least 30 days notice for the first rate increase. Subsequent rate changes would require 10 days notice.

## Does approval of US West's request allow the company to charge whatever it wants for other phone services?

No. The filing applies to US West's directory-assistance service only. The WUTC will continue to regulate the other phone rates and services, including local service, charged by US West.

## Will I still receive one free directory-assistance call each month?

Yes. US West will not eliminate the free call to residential customers for directory assistance without asking permission from the WUTC. US West will also continue to provide free calls to customers who are physically unable to use the printed telephone directory and to customers making calls from hospitals. Business customers are charged for each directory-assistance call.

## Can I still ask the WUTC for help in resolving complaints about directory-assistance service?

Yes. While the WUTC no longer regulates the rates, customers who have a problem with service can still get help from the WUTC. That's true for directory-assistance service provided by all local and long distance companies, not just US West.

**Does this ruling affect customers of other local phone companies, such as GTE, CenturyTel, or Sprint?**

Not directly. Only US West has received pricing flexibility for directory assistance at this time. However, other local phone companies might ask for similar treatment now that the WUTC has granted US West's request.

**If my local telephone area has been expanded to include communities that were previously long-distance calls, how do I obtain a phone directory?**

You may request a free telephone directory for areas that are included in your local-calling area by asking your local phone company. For example, Snoqualmie Pass residents should call CenturyTel to request a telephone directory for Bellevue. GTE customers in Blaine and Lynden would be able to ask the company for a phone directory of Bellingham residents, who they would be able to call toll-free beginning June 19.

# Directory Assistance Chart

| COMPANY | CHARGE | SERVICE OFFERED | ACCESS NUMBER | DETAILS |
|---|---|---|---|---|
| U S WEST | $0.60 | Local in-state | 411 | one free call each month - 2 numbers may be requested per call 2 numbers may be requested per call |
|  | $0.85 | Nationwide | 411 |  |
|  | $0.35 | Call Completion |  |  |
| Ameritech Communications International, Inc. | $1.05 | Local and Nationwide | 10-10-220-(area code)-555-1212 |  |
| AT&T | $ 0.99 | Local and Nationwide | 10-10-288-00 | Includes call completion |
| MCI | $0.99 | Local and Nationwide | 10-10-9000 | Includes call completion - 2 numbers may be requested per call |
| 10-10-220 | $0.99 | Local and Nationwide | 10-10-220-(area code)-555-1212 | Includes call completion - 2 numbers may be requested per call |
| 10-10-321 | $0.99 | Nationwide | 10-10-321-(area code)-555-1212 | Includes call completion - 2 numbers may be requested per call |
| 10-10-811 | $0.99 | Local and Nationwide | 10-10-811-(area code)-555-1212 | Includes call completion - 2 numbers may be requested per call |
| National Telephone & Communications, Inc. | $0.65 | In-State | 10-10-603-(area code)-555-1212 | 2 numbers may be requested per call-pay whether or not number found |
| **Preselected** | **Long** | **Distance** | **Service** | **Providers** |
| AT&T | $1.40 | Local and Nationwide | 00 or (area code)-555-1212 | Includes call completion |
| Excel | $1.15 | Local and Nationwide | (area code)-555-1212 |  |
| MCI | $1.40 | Local and Nationwide | (area code)-555-1212 | 2 numbers may be requested per call-pay whether or not number found |
| Sprint | $1.10 | Local and Nationwide | (area code)-555-1212 | 2 numbers may be requested per call - pay whether or not number can be found |
|  | $0.50 | Complete the Call |  |  |
| **Wireless Options** |  |  |  |  |
| Sprint PCS | $0.75 | Local and Nationwide | 411 | Includes airtime, 3 numbers and call completion |
| Nextel | $0.50 | Local and Nationwide | 411 | Airtime and completion extra |
| AT&T Wireless | $0.75 | Local and Nationwide | 411 | Includes airtime and call completion |
| **Internet Options** |  |  | **Access** | **Details** |
| www.switchboard.com | No Charge | Local and Nationwide | Any Internet Service Provider | Address, Phone, E-mail |
| www.infospace.com | No Charge | Local and Worldwide | Any ISP | Address, Phone, E-mail, Directions, Map |
| www.whowhere.com | No Charge | Local and Nationwide | Any ISP | Address, Phone, E-mail, Website |